

Gatwick Airport has introduced a new dedicated 'Disabled Facility' channel at security check-point in both North & South Terminals (after check-in desk) to ease travel for children/adults with SN or disabilities.

When booking a holiday, you must inform your airline immediately of any special requirements.

Go to [www.gatwickairport.com](http://www.gatwickairport.com) website and click on 'Special Assistance' at bottom of page for full information.

Another really useful website is [www.flying-with-disability.org](http://www.flying-with-disability.org). They give great information on how to forward-plan & arrange your needs - including medical advice, etc.

As at October 2010, the special assistance firm at Gatwick is G4S: North terminal 01293 507502; South terminal 01293 507618. They are losing their contract, so from November 2010 it will be OCS. The numbers are planned to remain the same. Any new numbers will be on Gatwick Airport's website.

If you want to take your own 'wheelchair' (this includes any mobility equipment, such as a walking frame/special buggy), you should tag it clearly and attach a photocopy of the assembly instructions. This may be required for the baggage handlers to store in the hold, as only one wheelchair can be stored in the aeroplane cabin coat closet. First come, first served so arrive early. Apparently, taking a 'wheelchair' does not affect your luggage allowance, but do check with your airline.

If you would like special assistance at Gatwick *without* your own 'wheelchair', then G4S/OCS can collect a 'disabled person' from arrival at short-term car park or drop-off parking and take you right the way through the airport to being seated on a plane. There is a seating area with a white telephone under a 'Special Assistance' sign at both N&S terminal entrances that you should use to ring for assistance. Be aware that this airport assistance from drop-off to seating on the plane cannot be booked in advance, so you must allow an extra ½ hour as they may not be immediately available.

Finally, check with your airline about arranging 'wheelchair' availability at your destination airport. A useful tip is to ask a cabin crew member to ring ahead during the flight to ensure the 'wheelchair' assistance is available upon arrival. Unfortunately, you may have to be the last family off the plane, so do check any tight time schedules on any connecting flight, so that you're given priority.

